

REPORT OF THE COMMITTEE ON TRANSPORTATION

Voting Members:

Breene Harimoto, Chair; Joey Manahan, Vice-Chair
Carol Fukunaga, Ron Menor, Kymberly Marcos Pine

Committee Meeting Held
April 24, 2014

Honorable Ernest Y. Martin
Chair, City Council
City and County of Honolulu

Mr. Chair:

Your Committee on Transportation to which was referred Resolution 14-69 entitled:

“REQUESTING THE CITY AUDITOR TO PERFORM A COMPREHENSIVE
MANAGEMENT AND PERFORMANCE AUDIT OF THE CITY’S PARATRANSIT
SERVICE”

reports as follows:

The purpose of this Resolution is to help address existing and anticipated operational issues and concerns with the Honolulu’s paratransit service (Handi-Van) by requesting the City Auditor to perform a comprehensive management and performance audit of the City’s paratransit service operations.

Your Committee notes that meeting the needs of Honolulu’s paratransit-dependent citizens is an ever challenging undertaking due to an aging population and increasing client base. Therefore, in light of existing operational concerns expressed by Handi-Van riders, and emerging operational issues identified in the May 2012 Short Range Transit Operations Plan, your Committee finds that a performance audit can provide valuable insight and recommendations for effectively and efficiently meeting our City’s future paratransit needs.

Your Committee received supportive testimony on this Resolution from the Director of the Department of Transportation Services (DTS), the President of Oahu Transit Services (the City’s paratransit services operator) and from the City Auditor. In

CITY COUNCIL

CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII

ADOPTED ON MAY 7 2014

COMMITTEE REPORT NO. 134

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addition, supportive testimony was also received from the Chairperson of Citizens for a Fair ADA Ride (CFADAR) and two frequent Handi-Van riders.

Your Committee wishes to note that the City Auditor indicated that given the existing work load within his office they would most likely be able to initiate this audit sometime near the end of this year, which the DTS Director indicated would be desirable since a number of "policy changes" affecting Handi-Van operations are scheduled to be implemented in the forthcoming months.

Your Committee on Transportation is in accord with the intent and purpose of Resolution 14-69 and recommends its adoption. (Ayes: Harimoto, Manahan, Fukunaga, Menor – 4; Noes: None; Excused: Pine – 1.)

Respectfully submitted,



Committee Chair

At the 5/7/14 Council meeting, Resolution 14-69 was amended to FDI in the form attached As Resolution 14-69, FDI and adopted.

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COMMITTEE REPORT NO. 134



RESOLUTION

REQUESTING THE CITY AUDITOR TO PERFORM A COMPREHENSIVE MANAGEMENT AND PERFORMANCE AUDIT OF THE CITY'S PARATRANSIT SERVICE.

WHEREAS, TheHandi-Van is a public transit service for persons with disabilities who are unable to use TheBus; and

WHEREAS, under the Americans with Disabilities Act of 1990 ("ADA"), TheHandi-Van cannot have any capacity constraints, meaning that trip requests for eligible persons cannot be prioritized, limited or denied; and

WHEREAS, the Department of Transportation Services ("DTS") oversees the management and operation of TheHandi-Van through a contract with Oahu Transit Services, Inc. ("OTS"), a private management company that also operates TheBus; and

WHEREAS, the August 2010 Short Range Transit Plan Existing Conditions Report ("2010 Report") identified several problems and concerns affecting TheHandi-Van's operations and performance, including:

- The size, age and composition of TheHandi-Van fleet;
- The number of vehicles unavailable for service due to maintenance needs;
- Use and effectiveness of scheduling and dispatch technologies (including the Trapeze scheduling software);
- The supplemental use of taxicabs to meet the ADA's zero denial requirement;
- Late pick-up and drop-off of clients, especially those who have scheduled essential medical appointments, such as chemotherapy or dialysis;
- The volume of pre-arranged subscription rides, which reduce capacity to handle demand trip requests;
- Client eligibility assessment center operations and policies;
- Client information request and complaint follow-up procedures;
- DTS oversight of OTS paratransit operations and the establishment and monitoring of performance standards;



RESOLUTION

and

WHEREAS, while both DTS and OTS have initiated actions to address many of the concerns identified in the 2010 Report, the client-based organization known as Citizens for a Fair ADA Ride ("CFADAR"), which held quarterly meetings for the past several years to discuss first-hand observations and issues relating to TheHandi-Van, continues to have concerns and complaints regarding the overall performance and operations of TheHandi-Van; and

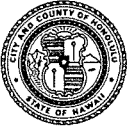
WHEREAS, the May 2012 DTS Short Range Transit Operations Plan ("2012 Plan"), while acknowledging that some of TheHandi-Van's service policies and procedures exceed minimum standards set forth by the ADA, and that several identified problem areas have been addressed in recent years, still found that operating costs and service productivities are emerging operational issues, and that TheHandi-Van service still faces several other challenges that demand management attention; and

WHEREAS, the 2012 Plan identified the following strategies intended to improve the operating efficiency and quality of TheHandi-Van:

- Revise scheduling procedures;
- Establish a demand management program;
- Monitor use of taxis or other subcontractors;
- Monitor time on vehicle;
- Manage TheHandi-Van fleet;
- Establish a customer satisfaction/service quality program;

and

WHEREAS, in light of continuing concerns and recent findings, the Council deems it appropriate and timely that an audit of TheHandi-Van be conducted to address the many issues that have arisen and continued over the years, and to assess the City's ability to meet future paratransit challenges and demands in compliance with Federal ADA regulations; and



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HONOLULU, HAWAII

No. 14-69, FD1

RESOLUTION

WHEREAS, the City Auditor's current annual work plan includes a self-initiated audit of TheHandi-Van, however such an audit has not yet commenced; now, therefore,

BE IT RESOLVED by the Council of the City and County of Honolulu that the City Auditor is requested to perform a comprehensive management and performance audit of TheHandi-Van; and

BE IT FURTHER RESOLVED that the Council requests the City Auditor to report its findings and recommendations on concerns and issues identified in the 2010 Report and 2012 Plan, as well as those raised and discussed by CFADAR; and

BE IT FURTHER RESOLVED that, in addition to these concerns and issues, the Council also requests that the City Auditor investigate and report on TheHandi-Van system's procurement process in light of the problems and concerns regarding the size, age and composition of TheHandi-Van fleet, as well as the number of vehicles unavailable for service due to maintenance needs raised in the 2010 Report; and



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No. 14-69, FD1

RESOLUTION

BE IT FINALLY RESOLVED that copies of this Resolution be sent to the Mayor, the Managing Director, the Director of Transportation Services, the President and General Manager of Oahu Transit Services, Inc., and the City Auditor.

INTRODUCED BY:

Breene Harimoto

DATE OF INTRODUCTION:

April 8, 2014
Honolulu, Hawaii

Councilmembers